

August 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience CapTel calls, and can tell you first hand the impact it has made on my ability to use the telephone.

I was born deaf but learned to speak orally at a very young age. However, I am not comfortable using my voice via the phone so I was never a VCO user. I rely heavily on traditional relay to communicate with my hearing family. When I moved to Wisconsin a few months ago, I was given the opportunity to test the CapTel product. Needless to say, my family was thrilled and emotional to hear my voice over the phone for the 1st time. CapTel allows me to control the call and speak with my family in a very personal manner. They are bugging me everyday when CapTel will be on the market. I am now required to call them via CapTel twice a week! Being in charge of relay operations for 4 years, I can see where this product will be a huge benefit in the TRS industry.

Once you recognize CapTel as a reimbursable TRS service, perhaps my family will stop asking me when it will be on the market, smile.

Sincerely,

Billy Mauldin